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GOVERNOR

STATE OF MAINE  
DEPARTMENT OF PUBLIC SAFETY  
MAINE EMERGENCY MEDICAL SERVICES  
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ANNE H. JORDAN  
COMMISSIONER

JAY BRADSHAW  
DIRECTOR

EMD Committee Meeting  
October 18, 2007 9:30 a.m.  
Muskie Conference Room, Maine EMS, Augusta  
Minutes

Members Present: Stephanie Gibbs – Chair, Peter Bragdon, Tim Beals, Linda Dunno, Brian Gregoire, Chuck McMahan, Fran Hudson, Kathy Blagdon

Staff: Drexell White, Steve Bunker

Guests: Laura Downing, Randi Lemieux, Davene Luce, Bob Scamman, Jim Ryan, Cliff Wells, Mike Benicke

1. Call To Order - The meeting was called to order at 9:35 a.m.

The Committee members and guests introduced themselves. The committee congratulated Stephanie Gibbs on her appointment as committee chair

A. Additions/Deletions to the Agenda

B. Review/Accept September 6, 2007 minutes

The committee reviewed the September 6, 2007, minutes.

***Motion: To accept the September 6, 2007 meeting minutes (Blagdon; second by Dunno – motion carries – unanimous)***

2. Old Business

A. Staff Report

Drexell White reported that he and Steve Bunker would be presenting topics on QA and EMD basics at the annual Mid Coast EMS seminar in Rockland in November.

PSAP consolidation has been completed; Drexell handed out a current list of PSAP and Non-PSAP EMD centers and stated that he would be contacting the Non-PSAP EMD centers to request a Memorandum of Understanding (MOU) or Standard Operating Procedure/Standard Operating Guideline (SOP/SOG) to verify that the Non-PSAP EMD Centers have a working model about transferring 9-1-1 calls for EMD.

B. ESCB Report – Steve Bunker

Steve Bunker reported that:

- There are 5 more PSAPs that need to be converted to the VESTA system.

- PSAPs should notify the ESCB if the PSAP is interested in receiving cell phones directly. The ESCB is soliciting cooperation from cell phone carriers to make the option available.
- The Public Utilities Commission continues its review of the Fairpoint/Horizon merger
- ESCB staff will be moving to the Public Utilities offices in Augusta next month, with the exception of Steve Bunker, who will remain at the training site in Vassalboro. 9-1-1 Council meetings will remain in Vassalboro for the immediate future.
- He is still working on the Request for Proposal (RFP) that includes the EMD component and intends to have it finalized for submission within the next two weeks. He discussed the deliverables for the EMD component and asked that committee to please provide comment by Thursday October 25, 2007.

Committee members asked about the grant review process for the RFP and who would be reviewing the grant submissions. Staff reported that no decision has been made in that regards and that the makeup of the review panel made be subject to Maine bid-process constraints. Members opined that the review panel should include representatives of end users of the 3 current Maine EMD protocols.

***Motion: That the Committee recommend that the review panel for the Dispatch/EMD RFP include a representative from end users of each of the current EMD card and electronic protocols in use in Maine; and that any presentation requested of bidders use a structured presentation format (McMahan; Blagdon – carries unanimous)***

#### C. Quality Assurance/Quality Improvement (QA/QI)

The committee reviewed responses from the inquiry made to EMD Centers concerning the Quality Assurance/Quality Improvement criteria for EMD.

The main issue with the current criteria is the “50 call minimum” that requires 100% QA/QI review for all EMD Center calls up to 50 calls per month. Several committee members as well as guests who are EMD Center directors expressed concern about the requirement given the resource limitations experienced by EMD Centers. It was suggested that rather than set a specific minimum number of (monthly) quality assurance reviews, that the Maine EMS QA Criteria be revised to remove the minimum and replace it with language that charges each EMD Center with ensuring that its QA process effectively evaluates each EMDs performance and follows all requirements contained within the Maine EMS QA Criteria for EMD.

***Motion: That Paragraphs A & B of the Scope of EMD Quality Assurance section of the Maine EMS QA/QI Plan be deleted and replaced with wording that reflects an EMD Center’s responsibility to maintain an effective Quality Assurance/Quality Improvement process that adheres to the requirements of the Maine EMS QA/QI Plan (Bragdon; second by Blagdon – motion carries unanimous)***

#### D. EMD Managers Meeting – Placeholder

#### E. EMD Representative to the Maine EMS Board

Drexell White reported that some individuals have submitted their names to the Governor’s office for consideration as the EMD Representative to the Board. There is no closing date, so persons may submit their applications for consideration until the Governor makes the appointment.

### 3. New Business

A. Continuing Education Options for EMD/PSC

Drexell White asked that the committee consider options for the continuing education process. With the upcoming CEH requirements for Public Safety Communicators, consolidation of CEH requirements and other processes may prove more efficient.

4. Next Meeting

The next meeting may be Thursday November 15, 2007 at Maine EMS in Augusta. Committee members are asked to keep the date pegged for an EMD meeting, but the Chair and Staff will determine if a meeting is necessary in November.

Due to the Christmas holidays, there will be no meeting in December.

5. Adjournment – The meeting was adjourned at 11:19 a.m.

Respectfully submitted,

Drexell White